

OLRS Communication

What? Resolution of Spam-Phishing and System Performance Issues

Who? OLRS professional users

Why? Summary of system Issues and resolutions

When? Distributed 10/17/11

Message: On October 4, 2011, we distributed an OLRS communication concerning slow system performance of the Online Recruiting System. System processing was temporarily slowed due to actions taken by NEOGOV in response to reports of spam/phishing by job seekers and agencies on September 28-29. The following timeline describes the spam/phishing events, the system performance problem, and how the issues were resolved by NEOGOV.

Wednesday, September 28: Spam/phishing issue surfaced through job seeker and recruiter calls and emails.

Thursday, September 29: Incident logged with NEOGOV re the issue, and they began researching/analyzing the problem.

Friday, September 30: NEOGOV 1) worked with external parties to investigate the problem. A “trace” was used to gather information on the spam and phishing events; 2) sent a message to customers to advise them that *Governmentjobs.com* applicants had received spam communications from two third party sources, one Yahoo and one Hotmail originator; 3) sent an email to all *GovernmentJobs.com* users to caution them about unwanted spam or emails asking for personal information.

Monday, October 3: New reports of spam/phishing incidents slowed, the Online Recruiting Support team continued to monitor the incidents. First incidents of slow system performance were being reported by job seekers and professional users. A second incident was logged with NEOGOV.

Tuesday, October 4: After an inquiry, the state's Online Recruiting System team received a message from the president of NEOGOV reporting progress on spam-phishing issue. The OLRS Support Team manager responded that a second and more critical incident had been logged related to system performance and requested immediate status. Within the hour a second email was received from the president of NEOGOV indicating that the tracer used to identify the spam/phishing issue usurped massive amounts of performance power, thus bringing the system performance well below acceptable ranges. NEOGOV's technical staff had the issue cleared by late afternoon and system performance picked up as reported by agency users.

Wednesday-Monday, October 5-10: The system performance was tested and exercised by the OLRS Support team and was responding normally. The team continued to monitor all incidents to ensure that no additional spam/phishing or system performance incidents were reported. Any residual issues received related to the spam/phishing are being resolved by job seeker and professional users clearing their “cache” (deleting temporary internet files and cookies).

Monday, October 10: OLRS Support Team, Job Seekers and Recruiters began receiving “server errors” and an incident was logged immediately with NEOGOV.

Tuesday-Wednesday, October 11-12: A system-wide outage continued for every NEOGOV customer in the country impacting recruiters and job seekers. System messages about the outage were posted by NEOGOV to alert users. Multiple messages received from NEOGOV indicated the problem was being

addressed at the highest priority level. These messages were forwarded by the OLRS Support Team to agencies.

Wednesday PM, October 12: A communication was received from NEOGOV stating the system was working again, but users should be aware that there could be some intermittent issues given the expected high volume of traffic on the system.

Thursday, October 13: Ongoing system testing by the OLRS Support team indicates the system was performing normally, but some issues related to the reporting functionality was discovered by the OLRS Support team and reported to NEOGOV.

Monday, October 17: The Ad Hoc Reports (beta) are restored and available for use within Insight. System performance appears to be functioning normally.

If you experience additional issues with the online recruiting system, please do not hesitate to submit an incident through our standard process by contacting servicecenter@dop.wa.gov so that we can assist you quickly and efficiently. It is our intent to provide you with services that support your efforts in finding the best candidates for your positions in the most effective, efficient manner.

Questions? Contact:

DOP Service Center: (360) 664-6400

Email Contact: servicecenter@dop.wa.gov

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